



State of Delaware Vision Plan - EyeMed Frequently Asked Questions (FAQs)

For more information visit de.gov/statewidebenefits

Is my enrollment in EyeMed a binding election?

Yes. Employees and pensioners may not drop coverage during the plan year. Dependent coverage may be dropped due to a qualifying event that warrants the change. COBRA beneficiaries should contact the State's COBRA Administrator for enrollment related questions.

I am a new EyeMed member. How can I obtain an ID card?

Your new card will be mailed within 10 business days after EyeMed receives your enrollment information from the State of Delaware. Re-enrolled or reinstated members will not be issued a new ID card. Member can also register on EyeMed's member website to download a virtual card or print a paper ID card.

Do I need my EyeMed ID card to obtain services?

No. If you don't have a card, simply let the provider office know that you are an EyeMed Insight member. They can verify your plan details and vision coverage for you.

What is the name of my EyeMed Network?

The EyeMed network for State of Delaware members is Insight.

Does EyeMed offer any eye wellness information?

Yes, this information can be access via the EyeMed member website and the SBO website.

What benefits are available if I choose to see an out-of-network provider?

If you see an out-of-network provider, you will pay in full at the time of your visit and will be reimbursed according to the State of Delaware out-of-network allowance schedule. You will need to submit the Out-of-Network claim form with receipts.

Can I use my benefit shopping online?

Yes. EyeMed offers several online shopping options for members. See details on the SBO website.

Do I need to use my benefits for eyeglasses or contacts at the same time I receive my exam?

No. Your exam and eyewear (eyeglasses or contacts) are viewed as separate benefits and can be utilized at separate intervals

